

PRV – Creating Informational Letters

Purpose:

The primary objective is to inform providers about the policies and procedures for participation in the Iowa Medicaid program, including the enrollment process, service coverage and limitations, claim and other form submission requirements, and the processes to inquire about submitted claims and to request assistance. Provider Services assists in the development and distribution of informational letters and bulletins as requested by the Department of Human Services (DHS)

Identification of Roles:

Provider Services
Policy Staff
IME Unit/Account Managers
Medicaid Director

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Medicaid change/clarification identified

- a. A Medicaid change or clarification of Medicaid policy is identified by DHS Policy staff, Provider Services staff, or another unit at the IME, in which information must be communicated with providers.

Step 2: Identify the drafter of the informational letter

- a. A drafter can include DHS policy staff, other IME unit staff, or Provider Services staff. DHS policy staff identifies who will draft an informational letter.

Step 3: Policy completes Technical Description Worksheet

- a. DHS Policy staff completes a standard worksheet describing the change in specific detail. This document is the basis for the informational letter to communicate the change to providers and also gives a detailed description of what changes Core needs to make to the MMIS to support the policy described. The form also identifies the provider types to receive the informational letter (from the *Iowa Medicaid Guide – page 7, located on the IMEUNIVERSAL site under Medicaid Guide*).

Step 4: Draft informational letter

- a. If DHS Policy Staff directs Provider Services staff to draft the informational letter, DHS policy staff creates and submits a technical description worksheet to Provider Services (See Appendix E Forms/Publications folder Attachment A). DHS staff e-mails the technical description worksheet to the Provider Services Operations Manager and Site Manager.

Step 5: A draft of an informational letter is completed

- a. If DHS Policy or another IME unit drafts the informational letter, it is sent via e-mail to the Operations Manager and Site Manager in Provider Services for review and feedback.
- b. If Provider Services drafts the informational letter, it is sent to DHS policy staff who were involved in the communication for review.

Step 6: Policy staff reviews all informational releases

- a. DHS Policy staff ensures Core has made any programming changes needed to inform the process and directs Provider Services to send the draft to other units within the IME, and in some instances provider groups for input as needed.

Step 7: Route comments/changes to Provider Services

- a. Provider Services Outreach staff makes any changes and sends the letter back to DHS Policy for final review.

Step 8: DHS Policy staff reviews the changes and gives approval

- a. DHS Policy staff reviews all of the changes and gives the approval to the Provider Service Operation Manager to move forward with letter.

Step 9: Operation Manager forward letter to Assistant Medicaid Director or the Medicaid Director for approval to proceed with mailing

Step 10: The Assistant Medicaid Director or the Medicaid Director approves the letter or request changes

- a. If approval is granted, proceed to Step 11. If additional changes are needed go back to Step 7.

Step 11: The approved informational letter is sent to the Provider Services Associate Analyst to process

- a. The Operations Manager sends the approved letter to the Provider Services Associate Analyst. The Associate Analyst reviews the informational letter to ensure it is on the appropriate DHS IME letterhead, ensures appropriate formatting, and reviews one last time for accurate spelling and grammar.

Step 12: The Associate Analyst prepares the necessary paperwork to be sent to DHS staff for printing and distribution. See SOP IME 12.2.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

IME Policy Staff
Assistant Medicaid Director
Medicaid Director

Attachments:

Process Map

Attachment 1
Process Map

